

Résumé

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Goal	To develop effective and strategic professional documents and other information products that support clients in achieving a competitive advantage.
Background Summary	<p>Detail-oriented professional writer and editor with a strong background in technology and science and with many years of experience in science writing, copyediting, proofreading, and producing communication products.</p> <p>Fifteen years of publications and management experience with Los Alamos National Laboratory.</p> <p>Three years of proposal development experience with a private engineering firm.</p> <p>Held a U.S. Department of Energy (DOE) security clearance (Q) for 15 years.</p>
Work Experience	<p>Hollen Technical Consulting, LLC (2007–present)</p> <p>Los Alamos National Laboratory, 1989–2004 (retired)</p> <p>Los Alamos Technical Associates, 1986–1989</p>
Publications and Management Experience	<p>Compiled, edited, and wrote material for a wide variety of communication products, including the following:</p> <ul style="list-style-type: none">• activity and annual reports,• scientific animations,• brochures,• business plans,• environmental impact statements,• safety evaluation reports,• regulatory reports,• organizational self-assessment reports,• policy plans,• posters,• proposals for government organizations and private industry,• quality assurance reports,• research and technology highlights and reviews,• standard operating procedures,• software user manuals, and• viewgraph presentations.

Publications and Management Experience (continued)	<p>Managed multi-disciplinary communication teams that included compositors, designers, writers, editors, web designers, illustrators, and animators.</p> <p>Authored and co-authored many articles on a wide variety of subjects related to science and technology. See http://www.lanl.gov/pubs/ for a partial list of science articles and other publications.</p>
Education	<p>M.A., Mass Communications, Texas Tech University, 1981</p> <p>B.S., Education/English, Pennsylvania State University, 1976</p>
Professional Training	<p>Technical writing and editing, science writing, proposal writing, budgeting for managers, and project management.</p>
Software	<p>Microsoft Word, Microsoft Project, and Quark.</p>
Professional Organizations	<p>Society of Technical Communication (STC)</p> <p>American Association for the Advancement of Science (AAAS)</p>
Awards	<p>Regional and National STC Publications and Technical Art Competition:</p> <ul style="list-style-type: none"> • Best of Show (1994, 2004) • Award of Distinguished Technical Communication (1991, 1992, 2001) • Excellence in Technical Communication (1994, 2001, 2004) • Award of Excellence in Technical Art (2001) • Award of Merit in Technical Communication (2003)
References	<p>Available upon request.</p>
Personal	<p>Lives with husband, Robert Hollen, in Cerrillos, New Mexico.</p>

Detailed Relevant Experience

Hollen Technical Consulting, LLC (2007-present). In February 2007, I co-founded Hollen Technical Consulting (HTC) with my husband and partner, Robert Hollen. HTC is a private consulting firm specializing in freelance writing and editing. In addition to freelance writing and editing, our company coordinates and integrates composition, design, illustration, photography, animation, and printing into the production of high-quality publications that positively impact organizations. We recently completed a user manual for an innovative software tool known as OpenMake Mojo™ (see <http://www.openmakesoftware.com/help/mojo/>). This tool allows users to automate, centralize, and accelerate software development processes from build to release. I currently edit a variety of documents for the Nuclear Regulatory Commission, including

regulatory guides, safety evaluation reports, and other technical reports. For more information about our company, please visit <http://www.hollenconsulting.com/>.

Physics Division, Los Alamos National Laboratory (1989–1995, 2002–2004). The mission of the Physics Division at Los Alamos National Laboratory (LANL) is to further our understanding of the physical world through basic research, generate new or improved technology in experimental physics, and establish a physics foundation for LANL programs. During my assignment with the Physics Division, I served as Team Leader for a communications team that included professional writers and editors, designers, illustrators, animation artists, Web designers, and composers. I also served as Managing Editor for all information products that our team produced, including proposals, activity reports, basic research and technology reviews, organizational self-assessments, white papers, posters, brochures, and viewgraph presentations. I interfaced routinely with upper management, science advisors, group leaders, administrative staff, scientists, engineers, program sponsors, and industrial partners in the production of these products. I compiled, wrote, and edited scientific and technical material for a variety of publications; established publication schedules; developed production milestones; planned contingencies in case of production delays; provided project status reports for Division upper management; coordinated publication and printing services; and monitored publication costs.

A number of the publications that I produced won regional, national, and international awards in the Society of Technical Communication Publications and Art Competition, including the following:

- The *1994 Physics Division Activity Report* won “Best of Show” and an “Award of Excellence in Technical Communication.”
- The *1992 Physics Division Progress Report—Special 50th Anniversary Issue* won an “Award of Distinguished Technical Communication.” This report included interviews with former Physics Division Leaders who were directly involved in the Manhattan Project and were instrumental in providing me with historical information.
- The *2004 Physics Division Activity Report* won “Best of Show” and an “Award of Excellence in Technical Communication” (see <http://www.lanl.gov/2004/>).

CIC-1, Communications Group, Los Alamos National Laboratory (1995–1998). As a Section Leader for CIC-1, I supervised teams of composers, designers, illustrators, writers, and editors in various assignments throughout LANL. I also worked with customers, staff, and CIC-1 management to fill offsite assignments with communication specialists. I provided resources (people, training, equipment, etc.) to LANL Divisions and groups, as appropriate, and advised clients on communication issues, handled problem situations, and worked to achieve customer and employee satisfaction. I worked closely with CIC Division and LANL management to define standards of excellence and participated with CIC-1 leaders to identify and achieve strategic goals for the group. I

wrote and defended performance appraisals, reclass proposals, distinguished performance awards, and achievement awards for my section members. I also participated in decisions regarding salaries, classification upgrades, and other personnel actions with the CIC-1 management team.

While serving as Section Leader for CIC-1, I also wrote and edited material for the R&D 100 Awards Program working closely with senior scientists at LANL to produce content. The R&D 100 Awards Program is designed to honor significant commercial promise in products, materials, or processes developed by the international research and development community. Each year, R&D Magazine recognizes the world's top 100 scientific and technological advances with awards for innovations showing the most significant commercial potential.

Los Alamos Neutron Science Center, Los Alamos National Laboratory (1998–2002).

The Los Alamos Neutron Science Center (LANSCE) is an accelerator-based facility that provides extraordinary research opportunities in basic and applied research using neutrons. Disciplines include condensed-matter science and engineering, accelerator science, nuclear science, and radiography. As Managing Editor of a team of communication specialists, I wrote, edited, and oversaw the production of many information products for distribution to internal and external audiences, including the LANSCE Advisory Board, the Division Review Committee, the Research User's Group at the Manuel Lujan Jr. Neutron Scattering Center (Lujan Center), program sponsors, congressional members and their staff, and the general public. Projects under my purview included activity reports, organizational self-assessment reports, posters, brochures, research and technical highlights for sponsors, LANSCE tour information, animations of experiments and instruments (see <http://lansce.lanl.gov/pRad/> for an example of an animated proton radiography experiment), material for web postings, business plans, proposals, basic research and technology highlights, and science news articles. For these projects, I established content outlines; developed schedules, assignments, and timelines for each production task and all reviews; and assigned production work to members of the communications team.

A number of the publications and other information products that I have produced won regional and national awards in the Society of Technical Communication Technical Publications and Art Competition. These awards included an "Award of Distinguished Technical Communication in Online Communications" for the *LANSCE Achievements Interactive Tour* web site and an "Award of Excellence for Technical Publications and Technical Art" for the *LANSCE Division Research and Technology Reviews*.

Los Alamos Technical Associates, Los Alamos, New Mexico (1986–1989). Los Alamos Technical Associates (LATA) is a diversified engineering, scientific, and technical services company serving a national and international client base. I wrote, edited, and produced proposals for government organizations and private industry; documents for the Nevada Nuclear Waste Storage Investigations (NNWSI) for LANL and Sandia National Laboratories and for LATA's quality assurance support of the Los Alamos NNWSI project office; environmental assessments for renovating, upgrading, and consolidating

the plutonium process at Rockwell International's Rocky Flats Plant; a policy plan for environmental protection for the DOE's Naval Petroleum Reserve in California; and scientific papers on the generation of mixed oxidants used in destroying waterborne pathogens.

I also wrote, edited, and produced white papers, capability and qualification statements, and briefing booklets and developed a corporate newsletter for LATA. For the newsletter, I supervised a team of writers and designers for the timely production of the publication; established a production schedule for each issue; interviewed, researched, and wrote feature articles; conducted production meetings with in-house illustrators and designers and with contractors for final print specifications; assisted LATA managers with internal review efforts; and coordinated and supervised production services.